

Administration Quarterly review

Q2 - 2015/16

Team size during this quarter: 11

Time spent: strengthen 50%, focus 30%, experiment 20%

*Key metrics and highlights of our core services can be found on
final two slides.*

Q2 - Administration

Objective: Refine and revise onboarding and offboarding with HR.



Objective	Measure of success	Status
Refine and revise onboarding and offboarding with HR. <i>Team members directly involved: 3</i>	Develop and produce collaborative workflow and documentation of all service teams supporting the initial onboarding of req# numbers.	Detailed work flow has been developed by OIT, HR, TechOps, Front office and Facilities to show all tasks and dependencies of onboarding and offboarding a req#

Facilities, Front office, and department admin representatives worked with HR, OIT, Tech Ops, to develop a comprehensive understanding and workflow of the steps involved in onboarding, and the various types of offboarding of req#. HR owns the workflow document.

Learning included understanding of risk dependencies and timelines, need for process on all types of onboarding, conversions, and planned and unplanned offboardings.

Q2 - Administration

Objective: Monthly Travel back-up submitted before 4th of month



Objective	Measure of success	Status
Create unique method of reporting transactional volume of centralized travel expenses (range of 200 - 500 transactions)	Travel expenses meet deadline of fifth business day each month during the quarter enabling earlier monthly close deadline needed in accounting.	Travel developed successful workflow within the current s/w and manual process to provide reporting necessary for early monthly close.

Will continue to work with data and in Concur and JPMorgan to see how to make process less time consuming.

Q2 - Administration

Objective: Develop Disaster Recovery plan



Objective	Measure of success	Status
Outline high level Disaster Recovery plan that complements Safety team work and documentation.	Team assigned, outline of process and office wiki page outlined, perform critical services inventory with each department.	Office wiki page outlined, team assigned, completed department interviews documenting critical services inventory done.

Key learning was to format recovery methods into levels or tiers of emergency. Team is working toward creating three basic business interruption scenarios to develop and practice various disaster communication and recovery tasks. Cross org team with Facilities and OIT and Safety.

Q2 - Administration

Objective: Evolution of Office space



Objective	Measure of success	Status
Outline process and launch team to determine critical needs for WMF work space; current lease terms September 2017	Real Estate broker and design team together with WMF will have outlined process, stakeholders and data needed to learn the critical priorities of our next working space.	Six Leadership interviews complete, space utilization data analysed, staff engagement exercise set up on site, Office wiki page set up to inform and gather additional information.

Key Learnings:

Staff input data largely reflects what is best for individual needs, and challenging for folks to think about what is best for organization. Need to push on this, and solicit more with this vantage.

Developing a scorecard to help with weighted needs next quarter. CBRE and VITAL work well together and bring different strengths to this important process.

Q2 - Administration

October, November and December were very challenging months for the organization. Morale was extremely low. We created meaningful events that supported the staff and uplifted morale at a critical time for our organization.

Administration:

- Together with OIT created resourceful, heartfelt Holiday party for staff.
 - “What a lovely experience of holiday cheer, a beautiful transformation of our space, and warm feelings all around. Thank you all, especially to the admin team and everyone involved in putting this together :)”
 - “...Parents felt very comfortable letting their kids run around and that added to that feel of family and comfort. The atmosphere that the admin team created (and everyone contributed to) was pure perfection”
- We lead the planning and facilitation to deliver very successful 2 day All hands event.
 - “As another person who has been feeling the emotional tension, as a community member, as staff, and as someone hoping to make a difference in the world, we seem to be starting to pulling through, with a bit more of a cohesive shared understanding of the problems at hand: well done All-Hands organizers!”
 - “this was the best All hands we’ve ever had”
 - “+1000. I expected this all hands to be pretty depressing. I don’t know whether I would quite say I have hope now, but I’m a lot closer than I was--and Risker’s talk set the tone for the event. It was authentic and honest, and reminded us of the bigger context”
- Administration team modeled courage, and became closer in response to the organizational challenges; we grew individually and as a team in service to our mission and each other. Onward.

Q2 - Administration

Metrics: FY 2015-16 Q2 (October, November, December)

- **Flights booked:** 206
- **Contracts processed:** 144 (83 vendor/service, 61 Personnel)
- **Events managed:** 36
 - Off Hours Events (After 5pm & weekends) : 9
 - On Hour Events (8:00am - 5:00pm): 27
- **New users:** 24 (staff, interns, fellows, contractors)
- **Team offsites/retreats coordinated:** 10 (7 Engineering 1 CE, 1 Communications, 1 Advancement)
- **Office visitors:** 157
- **Budget:** \$3.1M under management
 - Q2 Office of Admin budget on target. Looking to reduce current year forecasts and budget by 5-8% where possible. Adjusting some forecasts between line items to meet mid year goals, with overall budget figure still being reduced.

